

TESTIMONIALS

Water quality and service reliability have always been at the top of Aqua America's priority list. As a result, the company has earned a well-deserved reputation for rehabilitating water and wastewater facilities it has purchased that do not meet its performance standards and maintaining such standards for its legacy systems.

The overall need for investment in our nation's water and wastewater systems have been well documented by agencies like the U.S. Environmental Protection Agency, which estimates a 20-year capital investment of \$334.8 billion for public water system repairs and replacement of transmission pipes, storage and treatment equipment, and other projects required to protect public health. The EPA estimate seems to be supported by organizations like the American Society of Civil Engineers, which have consistently graded America's water and wastewater systems with "D" grades over the past few years.

Aqua America has invested nearly \$1.5 billion to upgrade water and wastewater systems over the five-year period spanning 2007 through 2011. While it is easy to record pipe footage, plant capacity and water quality results, what is rarely discussed is the impact such improvements have on the customers and communities that benefit from this work. On the following pages, you'll not only read about the improvements of the facilities, you'll hear from those impacted by the improvements.

EMLENTON BOROUGH & RICHLAND TOWNSHIP, VENANGO AND CLARION COUNTIES, PENNSYLVANIA

When Aqua Pennsylvania (Aqua) purchased the Emlenton Water Company on December 31, 2008, its customers had been on a state-mandated boil water order for eight months. Aqua promised the 1,200 residents who depended on the system for drinking water that it would use all of its expertise and resources to get them off of the boil order as soon as possible. Aqua immediately began making repairs and improvements to the water plant including automating some operations and upgrading process controls and data communication equipment. Twenty-three days later, the Pennsylvania Department of Environmental Protection (DEP) allowed Aqua to lift the boil order.

Aqua entered a consent order agreement (COA) as a commitment to the DEP to correct all of the problems it inherited from the Emlenton Water Company. A little more than two years and \$4.5 million of capital investments later, in February 2011, Aqua announced that it had satisfied the requirements of the COA-- ***17 months ahead of the final completion date of July 1, 2012.***

Specific improvements Aqua has made include \$2.8 million to construct a new 288,000-gallon per day water treatment plant; \$925,000 to replace 11,400 feet of old water mains; and \$392,000 of improvements to the existing finished water reservoir, including the installation of a dome roof.

Perhaps the greatest testament to the improvements Aqua made in Emlenton came five months later when the Emlenton water treatment plant opted to join the Partnership for Safe Water—a voluntary cooperative effort between the U.S. Environmental Protection Agency, the American Water Works Association and other drinking water organizations, representing more than 200 surface water utilities throughout the United States. Regionally, Aqua works with the Pennsylvania section of AWWA and the

DEP in the Partnership program. The addition of Emlenton to the Partnership completes the list of Aqua's 11 surface water treatment plants in Pennsylvania that now participate in the Partnership for Safe Water.

BARRY LOUISE, EMLENTON BOROUGH COUNCIL PRESIDENT

When Aqua Pennsylvania came in here, we were a town without drinking water. DEP had shut our drinking water system down because of an organism in the water at the treatment plant.

Immediately, when Aqua took over, they provided drinking water to the community via a water tanker so people had a choice if they didn't want to continue to boil their tap water. And for the elderly homeowners and the rest home, they provided bottled water, which was delivered with the help of the borough fire company. They continued to supply that water until they got the plant to meet the DEP's approval, which only took about three weeks.

Within the first year they installed new pipes in areas where there were leaks or low pressure, including replacing a 100-year-old pipe on Main Street. Right now, I can see the new water treatment plant they have built.

Even with these improvements, the residents have seen only modest increases in their water bills. They haven't priced our water beyond what people can afford to pay. I think the people are willing to pay an increase for the improved service. Aqua has the resources to make needed infrastructure improvements without putting an undue burden on its customers.

VILLAGE OF UNIVERSITY PARK, WILL COUNTY, ILLINOIS

University Park has the privilege of experiencing an economic upturn in a time when many communities are still experiencing the opposite. Part of that positive economic turnaround is attributable to recent water and wastewater infrastructure improvements made by Aqua Illinois.

Since the mid-1990s, Aqua Illinois has invested more than \$10 million in the community's water and wastewater system, with \$7.3 million of those improvements being made since 2009.

Over the past three years, Aqua Illinois spent \$1.7 million to upgrade and replace water mains, customer service lines and fire hydrants to ensure reliable water service and provide improved water flow and pressure for fire protection. An additional well was constructed to provide added capacity for residential, commercial and industrial growth, along with enhanced disinfection system and pump station rehabilitation projects to promote consistent and quality water supply to customers.

In the same time period, Aqua Illinois spent \$5.6 million to improve the wastewater system including an expansion of the existing treatment capacity by nearly 300,000 gallons to 2.43 million gallons a day to accommodate growth and maintain compliance with Illinois Environmental Protection Agency regulations. Improvements were made to the sewer collection system, to reduce the potential for inflow and infiltration. Pump replacements and other upgrades to lift stations improved the conveyance of wastewater to treatment facilities.

MAYOR VIVIAN COVINGTON, VILLAGE OF UNIVERSITY PARK

Businesses and developers want to be assured that there are adequate water and sewers to support their operations. Nearly 20 years ago, there were just three businesses in our industrial park, partly because we didn't have enough water and wastewater infrastructure to support the businesses.

Today, there are more than 70 companies providing employment opportunities. During that time, Aqua invested more than \$10 million in water and wastewater system infrastructure improvements.

As a growing municipality in the Chicago Southland, having adequate water and wastewater service in place has proved critical to enable continued economic development.

PELHAM MANOR, CULPEPER, VIRGINIA

When Aqua Virginia purchased the Pelham Manor water system in April 2010, it had been plagued with water quality violation for years. One of the system's two wells was contaminated with elevated levels of iron and manganese, and the other well was contaminated with volatile organic compounds (VOCs). The deteriorating facilities and an undersized and leaking distribution system created additional problems with reliability, pressure, supply and water quality.

Aqua Virginia worked with the Virginia Department of Health, Office of Drinking Water to get approval for the work necessary to address all the problems to reliably deliver quality water to customers.

Over the two-year period 2010 and 2011, Aqua Virginia spent \$750,000 to install treatment on the wells to address VOCs, iron and manganese; build two brand new pump stations and install a 10,000-gallon storage tank and a 5,000-gallon hydropneumatic tank to address pressure problems. A major part of distribution system—the main trunk line that delivered water to the community—was replaced with a new, larger main to connect the two new pump stations and improve pressure and flow.

Today, Pelham Manor residents enjoy clean, quality water and greatly improved water pressure and reliability.

DORIS BRANDT, PELHAM MANOR RESIDENT

I've lived in Pelham Manor since 1961 and ever since I can remember, there were problems with the drinking water. The pressure was always low. Whenever there was a main break, we got mud in the water. I stopped drinking it at least 20 years ago, maybe 30. I bought filters for my water pitcher, which were supposed to be changed every other month, but I couldn't get one to last more than a month. The previous water system owner would try to fix the problem with chemicals but that only made the water smell like chemicals. What we needed was new pipes.

When Aqua Virginia bought the system in 2010, they put in new piping and it has made a tremendous improvement in the water quality and the water pressure. The water is clear and the pressure is good. There's no more sediment in my pitcher. My daughter lives in England and when she came to visit after Aqua made the repairs, she noticed a change in the water, particularly the fact that it no longer smelled like chemicals. Now that we have pressure, my son says our home is now his favorite place to shower.